

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

APPLICATION OF INTERNATIONAL TELECHARGE, )  
INC., FOR A CERTIFICATE OF PUBLIC )  
CONVENIENCE AND NECESSITY TO OPERATE AS A ) CASE NO. 10002  
RESELLER OF TELECOMMUNICATION SERVICES )  
WITHIN THE STATE OF KENTUCKY )

O R D E R

In an Order issued August 24, 1988, the Commission ordered that International Telecharge, Inc. ("ITI"), submit a refund proposal relating to charges for certain calls that originated and terminated within Kentucky during 1987 and early 1988. ITI was given an extension until October 11, 1988 in which to file a proposal. ITI filed the proposal on October 11, 1988.

ITI has offered two options for the refunding of the unlawfully collected revenue. The first option proposed by ITI would involve placing the total amount of the refund in a state or local government fund or contributing it to a nonprofit corporation identified by the Commission. ITI proposes that this amount be \$118,648.62. This option would be the most expeditious, in that it would not involve end-user specific refunds.

ITI's second proposed option would require that ITI make specific refunds to end-users who made calls that originated and terminated within Kentucky. This proposal will require that ITI work with four different local exchange carriers in Kentucky. These LECs have varying abilities -- described in ITI's refund

proposal -- to make end-user specific refunds. This option will obviously require considerable work to accomplish. However, it will provide end-users with refunds for calls that should never have been billed.

Having reviewed ITI's proposal, the Commission is of the opinion and FINDS that ITI should implement its proposal to provide end-user specific refunds.

IT IS THEREFORE ORDERED that ITI implement proposal No. 2, identified in its October 11, 1988 proposal. ITI shall move expeditiously to accomplish the refund proposal, and shall meet the following timing objectives, and advise the Commission as to any delays that may effect implementation.

1. Within 40 days of the date of this Order, ITI shall, provide information to the appropriate financial institutions for credit to all affected major credit card accounts, e.g. Mastercard and Visa.

2. Within 21 days of the date of this Order, ITI shall provide to Cincinnati Bell a hard copy indication of the billed number and amount to be credited to Cincinnati Bell customers in Kentucky.

3. Within 40 days of the date of this Order, ITI shall furnish to GTE South a magnetic tape containing necessary refund information pertaining to GTE South customers in Kentucky.

4. Within 40 days of the date of this Order, ITI shall furnish to AllTel of Kentucky, Inc., a magnetic tape or hard copy containing necessary refund information pertaining to AllTel customers in Kentucky.

5. Within 7 days of the date of this Order, ITI shall request that South Central Bell supply the names and addresses of the Kentucky subscribers to the telephone numbers to which calls were billed. Within 30 days of receiving the names and addresses of these subscribers, ITI shall prepare refund checks and mail them.

6. ITI shall advise the Commission monthly, in writing, of the progress of the refund effort. Upon completion of the refunds using the methods described in ITI's proposal, ITI shall report to the Commission the total amounts refunded through bill credits and direct payments to subscribers.

Done at Frankfort, Kentucky, this 23rd day of November, 1988.

PUBLIC SERVICE COMMISSION

  
Chairman

  
Vice Chairman

  
Commissioner

ATTEST:

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Executive Director